

Knowledge Areas

No.	Knowledge areas of the competence questions
C1K	Bibliographic metadata
C2K	Item call numbers and locations of individual items
C3K	Notations, classification
C4K	Form for purchase suggestions, interlibrary loan, contact to library staff
C5K	Form for orders from the reference collection, contact to the library staff
C6K	Instructions for logging in to the library account, contact to the library staff
C7K	Instructions for printing and photocopying
C8K	Academic databases overview
C9K	Classification of the academic databases
C10K	Academic databases access options
C11K	Instructions for logging in to the library account, contact to the library staff
C12K	Overview of educational workshops and guided tours, instructions for Moodle login
C13K	Contact to the library staff, form for ordering performance material
C14K	Contact to the library staff, form for reference collections and personal reference libraries
C15K	Interlibrary loan
C16K	Opening hours, addresses, and directions to the library
C17K	Information on activating library cards, overview of educational workshops and guided tours, opening hours
C18K	Contact to the library staff
C19K	Special collections, main subjects of the collection
C20K	Instructions for logging in to the library account, contact to the library staff
C21K	Library locations, addresses, contact information
C22K	Instructions for using the Wi-Fi, contact to the library staff or IT department
C23K	Self-checkout of items

C24K	Information on the architecture and the new building, link to leaflet
C25K	Fee regulations
C26K	Information on item loss, fee regulations, contact to the library staff
C27K	Overview of workstations, instructions for using the Wi-Fi
C28K	Social media links
C29K	Loan periods, loan conditions
C30K	Information on item donations, contact to the library staff
C31K	Loan conditions, loan periods, daily loans
C32K	Contact to the library staff, staff overview
C33K	Contact to the library staff, addresses and directions to the library